## CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: <u>8081RF</u>					
Classification Specification: CUSTOMER SERVICE MANAGER					
Salary Range: NR 47 – Management Benefit Level B					
Position Description (Working Title): Customer Service/Purchasing Manager					
Incumbent:					
Location: Finance Department – Customer Services Division					
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#### **GENERAL PURPOSE:**

Under the direction of the Finance Director or designee, plan, organize, and manage the day to day operations of the Customer Services Division; serve as Customer Service/Purchasing Manager for the City; administer and evaluate the operations and personnel of the Customer Services Unit, Purchasing Services Unit, Central Services Unit, Accounts Payable Unit, and Field Services Unit. The incumbent must possess a demonstrated ability to manage and motivate others.

Work is characterized by a substantial amount of management, administrative, and supervisory functions. The incumbent is responsible for managing the internal operations of the Customer Service Division, including functions such as cashiering, utility billing, business licenses, accounts payable, accounts receivable, L.I.D. receivables, and billing and processing in accordance with applicable federal, state, and local laws, regulations, policies, and procedures. The incumbent must possess a high level of integrity and honesty as well as a strong customer service approach.

Work is performed under managerial direction. The supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy, practice, and/or objective.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan, direct, coordinate, and manage the internal operations of the Customer Services Division of the Finance Department including the Treasury Services for finance and audit and oversight of remote Treasury Services citywide, Central Services Unit, Purchasing Services Unit and Field Services Unit; provides motivation, leadership, team building, mentoring, training, and direction for the assigned workgroup.

Manage the functions of Citywide Treasury Services such as Cashiering, Utility Billing, Business Licenses, Accounts Payable and Accounts Receivable, L.I.D. receivables, and billings and processing; City credit card policy; and procedures for Travel, Procurements, and Employee Reimbursements and Petty Cash Disbursements for the City.

Manage the activities assigned to Central Services, such as central stores, mail operations, and courier services for all City and Fire department locations and City Hall and Centennial campus buildings; reprographics and office equipment purchasing, leasing, and maintenance contracts in accordance with Washington State bidding laws, policies, and compliance.

Manage the functions assigned to the Field Services such as customer meter reading, maintenance, meter audits, and account routing; oversight of Radix system review, testing, and implementation of programs changes provided by software provider and coordination with Information Technology Department.

Supervise assigned staff in accordance with the City's policies, procedures, and applicable laws. Responsibilities include, but are not limited to, interviewing, hiring, training, motivating, planning, assigning, and evaluating work; appraising performance; recommending promotions and rewards as appropriate; addressing complaints and grievances; resolving problems; approving/scheduling leave time; implementing disciplinary actions; and recommending termination as appropriate.

Communicate with department personnel, customers, and businesses regarding billing procedures, policies, problems, and complaints; provide timely and accurate billing processing for Utility Billing, L.I.D., and KIVA Business License and related gambling, amusements devices.

Explain City policies and programs to the public; respond effectively to citizen complaints. Research technical questions regarding utilities, LID's, Business Licensing, Purchasing, and financial reporting or processing systems. The research involves reviewing the applications of RCS', Washington State Purchasing Regulations, City code and ordinances, and Municipal Research and Services Center of Washington and other municipalities.

Plan and prepare purchasing documents including request for proposal and bidding requirements for a wide variety of services and contracts on a Citywide bases. Negotiate and administer leasing and purchasing of equipment in conjunction with annual purchase orders. Determine specifications and write, assemble, and negotiate contracts for professional services; oversee the work of consultants and vendors.

Maintain knowledge of public administration, organization, and management principles and practices; municipal fiscal policy; financing and procedures; personnel management principles; applicable ordinances, laws, and regulations; and advanced research techniques and information sources.

Coordinate communications and activities with other City departments and personnel, governmental and private agencies, and other outside agencies; attend various meeting as required.

Investigate and prepare reports on specific requests and complaints pertaining to various governmental activities for staff, public, Administration, and Council information.

Prepare and manage the Customer Services budget, including preparation of draft narratives and analysis for the preliminary and final budget, capital improvement

program, and financial trend monitoring documents; prepare and analyze assigned programs to determine its cost effectiveness.

Consult with the Finance Director on short and long-range planning of the division's budget; staff projections; and goals, policies, procedures, and practices.

Analyze and monitor department or division expenditures and revenue. Approve account payables expenses reports and budget adjustments for all areas under the incumbent's responsibilities.

Manager interfaces with the Information Technology Department to coordinate production and service requirements for financial billings and operational activities associated with billings for the public.

Directly responsible for Finance Division record retention and storage needs. Negotiate contract with outside vendors for the secure and safe storage of all financial department records.

Attend meetings, seminars, conferences, and training as appropriate; maintain a current understanding of department functions and programs; and represent the Finance Department as required.

Develop and report statistical performance measures that demonstrate Central Services Division or city outcomes.

Participate as a team player in the implementation and ongoing enhancements for the City's financial accounting systems, various subsystems, and Microsoft-based applications. Participate in system training, decision making, testing, problem solving, and conversion to new software. Responsible for clarifying, summarizing, and resolving issues relating to specific assigned modules or processes.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

#### PERIPHERAL DUTIES:

Perform related duties as assigned.

# KNOWLEDGE, SKILLS, AND ABILITIES:

### KNOWLEDGE OF:

- Financial and general management principles, practices, and techniques
- Purchasing, contract, and project management principles, practices, and techniques
- Principles and practices of governmental accounting, purchasing, and contract services
- Municipal financial analysis and research techniques
- City organization, operations, policies, procedures, and objectives
- Modern office practices, procedures, and equipment including personal computers, related software such as word processing and spreadsheet programs
- System knowledge of KIVA, Utility Billing, L.I.D., and Purchasing Systems
- Computer operations and background in areas of system management

- Supervisory principles and practices
- Applicable laws, codes, regulations, policies, and procedures
- Automated billing and collection systems
- Correct usage of English grammar, spelling, punctuation, and vocabulary
- Record-keeping techniques, retention laws, and automation requirements
- Basic research methods
- Technical aspects of field of specialty
- Methods, principles, and practices of effective conflict resolution

#### SKILLED IN:

- Using research, investigation, and analytical methods, practices, and procedures
- Applying principles and practices of administration, supervision, and training including hiring, directing, evaluating, rewarding, and disciplining staff
- Effectively organizing and expressing ideas through use of oral and written communications
- Effectively using interpersonal skills in a tactful, patient, and courteous manner
- Application of internal control methods, procedures, and management

#### **ABILITY TO:**

- Exercise a high degree of independent judgment in defining and resolving issues, policies, and procedures within scope of authority
- Establish and maintain trust, confidence, and effective working relationships with assigned staff, co-workers, elected officials, managers, supervisors, employees, and the public
- Lead project teams
- Work effectively on several projects concurrently
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures
- Communicate effectively both orally and in writing
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems
- Meet schedules and timelines
- Work independently with little direction and make decisions with broad guidelines
- Respond to common inquires or complaints from personnel, regulatory agencies, or the public
- Develop and implement missions, strategic goals, and objectives for the Customer Services Division
- Evaluate program policy and practices, define problem areas, develop and direct policy and practices to improve operations
- Analyze and prepare a variety of complex records, reports, and other projects as assigned
- Demonstrate ability to positively interact with diverse individuals to accomplish a common goal
- Speak effectively and present information before groups of employees, managers, or officials
- Add, subtract multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; apply these concepts to practical situations

## EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Finance, Accounting, Purchasing, Business Administration,

or related field; and

Experience: Five (5) years of increasingly responsible government financial/purchasing

management experience, including two (2) years of supervisory experience.

Or: In place of the above requirements, the incumbent may possess any combination

of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities

listed above.

## LICENSES AND OTHER REQUIREMENTS:

 Valid Washington State drivers license, or the ability to obtain within thirty (30) days of employment

- Two years professional purchasing experience with a public municipality is highly desirable
- Must have experience working in a team to develop and/or implement automated financial computer systems

### MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment used include, but are not limited to, personal computer, telephone, fax and copy machine, cash register, calculator, and projector.

The incumbent may also be required to operate a City vehicle.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use arms, hands, and fingers to reach, handle, feel, or operate objects, materials, tools, equipment, or controls. The employee is frequently required to sit, talk, and hear normally with or without mechanical assistance. The employee is occasionally required to lift in excess of 25 pounds.

Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus.

## WORKING CONDITIONS:

Work is performed in a typical office environment. The incumbent may be exposed to individuals who are irate or hostile and may be subject to long hours due to the attendance at evening meetings. The noise level in the work environment is usually moderate.

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SIGNATURES:				
Incumbent's Signature		Date	Supervisor's Signature	Date
Approvali				
Approval:				
Department Director/Designee		Date	Employee Services Director/De	signee Date
**Note:	This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.			

Revised: 3/1/07